

IOT Field Operations - 2017

Who We Are:

A 54-member group consisting of two teams (Remote Techs, Marion County Techs) that provide on-site repair/support services for IOT-provided products statewide.

Our Mission:

To keep our customers' IT services functioning as efficiently and effectively as possible.

Department:

493006

Managers:

Steve Shepherd (Marion County Techs), Robert Williams (Remote Techs)

What We Do:

Provide PC, printer, network and remote-server support to all state agencies. Provide hardware break/fix for all IOT-supported equipment. Work with other support groups in IOT to provide and improve our customer service to all state agencies.

Our Tools:

vFire Ticket Management and SLA Measurement

Our Metrics:

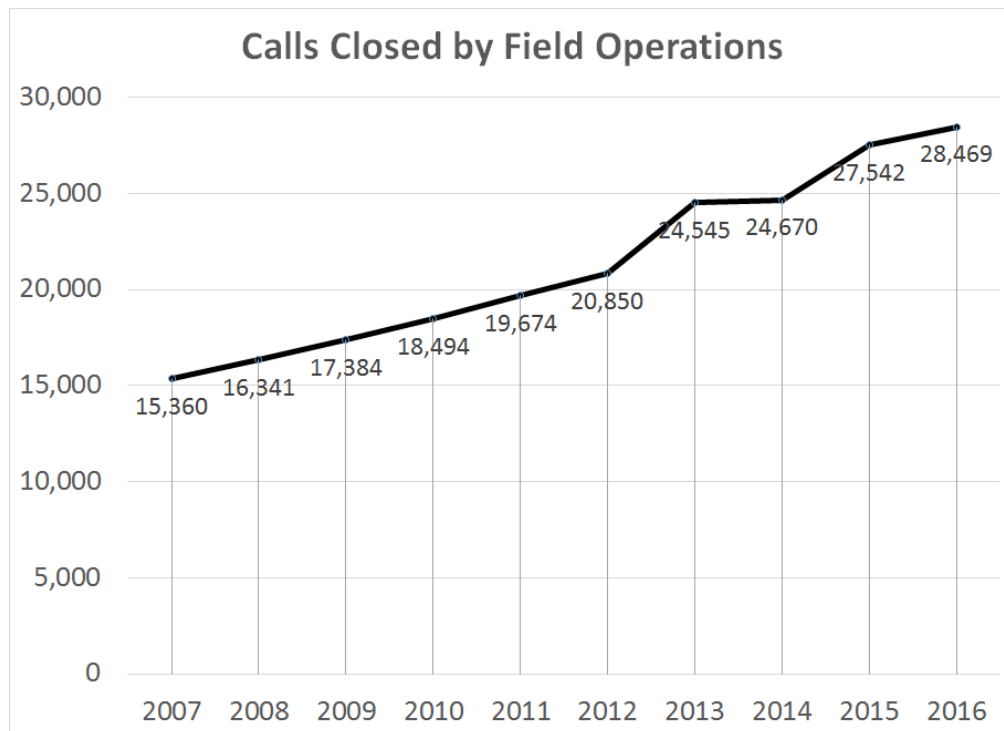
Mon-Fri 6am-6pm excluding state holidays

Resolve customer break/fix issues within 40 IOT business hours 90%+ G; 87%+ Y; <87% R

Our Customers:

Executive Branch, Judicial Branch, Attorney General, Treasurer, Auditor, Secretary of State Department of Education.

Our Growth:



Current Projects:

- Continuously work with our PC refresh team to replace/upgrade machines statewide.
- Work with the remote server team to replace and consolidate servers throughout the state.